

# Town of North Hempstead Service Requests via 311 - by Community

December 2012

City	Department Description	Group Description	Type Description	Count	Response Days
great neck	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	1	0
		Highway Department		1	0
		Department of Public Works		1	0
	Project Independence	Project Independence	PI - Caregiver Support	1	1.0
		Project Independence		1	1.0
	Project Independence			1	1.0
great neck				2	0.5
roslyn heights	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	1	21.0
		Highway Department		1	21.0
	Department of Public Works			1	21.0
roslyn heights				1	21.0
ALBERSTON	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	0
		Highway Department		1	0
	Department of Public Works			1	0
ALBERSTON				1	0
ALBERTSON	Department of Public Safety	Animal Shelter	Animal Sh - Dog Defecation	1	2.0
		Animal Shelter		1	2.0
		Code Enforcement	Code - Boat	1	2.0
			Code - Building Permit	1	0
			Code - Court	2	0
			Code - Fence	1	29.0
			Code - Garbage	1	0
			Code - No Plates / Inoperable Vehicle	3	0
			Code Enforcement		9
	Department of Public Safety			10	3.3
	Department of Public Works	Highway Department	Hwy - Complaint - Highway Employee / Vehicle	1	0
			Hwy - Miscellaneous	2	0
			Hwy - Pothole	1	2.0
			Hwy - Street Sign - Repair / Replace	8	0.4
			Hwy - Street Sweeping / Cleaning	3	1.0
			Hwy - Tree Branch / Debris Pickup	13	0
			Hwy - Tree Fallen - Emergency	1	0
			Hwy - Tree Trimming / Removal Inspection	5	0
			Highway Department		34
		Street Lighting District	Street Light - Light Out (Single)	12	3.1
Street Light - Lights Out (Multiple)			2	1.5	
Street Light - Mark Out	2		0		

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City	Department Description	Group Description	Type Description	Count	Response Days		
ALBERTSON	Department of Public Works	Street Lighting District	Street Light - On During Day	8	4.6		
			Street Light - Pole Problem	2	2.0		
		Street Lighting District			26	3.1	
		Department of Public Works			60	1.5	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	0		
			OIC - Inter Municipal SR	2	0		
		Inter Municipal Affairs			3	0	
		Inter Municipal Affairs			3	0	
	Planning and Building Department	Building Department	Bldg - Illegal Housing	1	0		
		Building Department			1	0	
	Planning and Building Department			1	0		
	Project Independence	Project Independence	PI - Household Maintenance	PI - Household Maintenance	2	1.5	
				PI - Membership Registration	1	0	
				PI - Miscellaneous	1	1.0	
				PI - Program Registration	3	1.3	
				PI - Taxi Service	25	0	
				PI - Taxi Service Cancellation	2	0	
				PI - Transportation/Mobility Mgmt Info	3	0	
				PI - Volunteer	1	0	
			Project Independence			38	0.2
			Project Independence			38	0.2
		Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	3	1.7	
				SWMA - Garbage Not Picked Up	3	1.3	
	Solid Waste Management			6	1.5		
	Solid Waste Management			6	1.5		
	Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	1	0		
		Supervisor's Office			1	0	
	Supervisor's Office			1	0		
	ALBERTSON				119	1.2	
	ALBERTSON	Project Independence	Project Independence	PI - Miscellaneous	1	0	
Project Independence			1	0			
Project Independence			1	0			
ALBERTSON				1	0		
ATOSRIA	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	1.0		
		Animal Shelter			1	1.0	
	Department of Public Safety			1	1.0		
ATOSRIA				1	1.0		
BAXTER ESTATES	Department of Public Works	Highway Department	Hwy - Tree Trimming / Removal Inspection	1	0		
		Highway Department			1	0	

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City	Department Description	Group Description	Type Description	Count	Response Days
BAXTER ESTATES	Department of Public Works	Street Lighting District	Street Light - Fixture Problem	1	0
		<b>Street Lighting District</b>		<b>1</b>	<b>0</b>
		<b>Department of Public Works</b>		<b>2</b>	<b>0</b>
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0
		<b>Inter Municipal Affairs</b>		<b>1</b>	<b>0</b>
	<b>Inter Municipal Affairs</b>			<b>1</b>	<b>0</b>
	Project Independence	Project Independence	PI - Program Registration	3	1.0
			PI - Taxi Service	5	0
		<b>Project Independence</b>		<b>8</b>	<b>0.4</b>
	<b>Project Independence</b>			<b>8</b>	<b>0.4</b>
<b>BAXTER ESTATES</b>				<b>11</b>	<b>0.3</b>
BROOKLYN	Department of Public Safety	Animal Shelter	Animal Sh - Surrender a dog	1	0
		<b>Animal Shelter</b>		<b>1</b>	<b>0</b>
	<b>Department of Public Safety</b>			<b>1</b>	<b>0</b>
<b>BROOKLYN</b>				<b>1</b>	<b>0</b>
CARLE PLACE	Community Services	Community Services	CommSvc - Bus Pickup Cancel	1	0
			CommSvc - Bus Pickup Schedule	1	1.0
		<b>Community Services</b>		<b>2</b>	<b>0.5</b>
	<b>Community Services</b>			<b>2</b>	<b>0.5</b>
	Department of Public Safety	Code Enforcement	Code - After Hours/Weekend Construction	1	17.0
			Code - Building Permit	1	0
			Code - Signs	2	5.5
		<b>Code Enforcement</b>		<b>4</b>	<b>7.0</b>
	<b>Department of Public Safety</b>			<b>4</b>	<b>7.0</b>
	Department of Public Works	Highway Department	Hwy - Miscellaneous	1	0
			Hwy - Street Painting	1	0
			Hwy - Street Sign - Repair / Replace	9	0
			Hwy - Street Sweeping / Cleaning	3	0
			Hwy - Tree Branch / Debris Pickup	4	0.8
			Hwy - Tree Stump Removal	1	0
			Hwy - Tree Trimming / Removal Inspection	1	0
		<b>Highway Department</b>		<b>20</b>	<b>0.2</b>
		Street Lighting District	Street Light - Fixture Problem	2	2.0
			Street Light - Light Out (Single)	4	2.2
			Street Light - Lights Out (Multiple)	6	0
			Street Light - Mark Out	3	1.7
			Street Light - Misc Problems	1	0
		<b>Street Lighting District</b>		<b>16</b>	<b>1.1</b>
	<b>Department of Public Works</b>			<b>36</b>	<b>0.6</b>

# Town of North Hempstead Service Requests via 311 - by Community

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City	Department Description	Group Description	Type Description	Count	Response Days
CARLE PLACE	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0
		Inter Municipal Affairs		1	0
	Inter Municipal Affairs			1	0
	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	1	0
		Parks and Recreation Department		1	0
	Parks and Recreation Department			1	0
	Planning and Building Department	Building Department	Bldg - Application Status	1	2.0
		Building Department		1	2.0
	Planning and Building Department			1	2.0
	Project Independence	Project Independence	PI - Health and Mental Health	1	1.0
			PI - Household Maintenance	2	1.0
			PI - Membership Registration	1	0
			PI - Program Registration	2	0.5
			PI - Taxi Service	9	0
		Project Independence		15	0.3
	Project Independence			15	0.3
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	1.0
		Solid Waste Management		1	1.0
	Solid Waste Management			1	1.0
	CARLE PLACE				61
EAST HILLS	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	1	0
		Highway Department		1	0
		Street Lighting District	Street Light - Mark Out	1	6.0
		Street Lighting District		1	6.0
	Department of Public Works			2	3.0
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	3	2.3
		Inter Municipal Affairs		3	2.3
	Inter Municipal Affairs			3	2.3
	Project Independence	Project Independence	PI - Call Back Request	2	3.0
			PI - Caregiver Support	1	0
			PI - Membership Registration	1	0
			PI - Miscellaneous	2	1.0
			PI - Taxi Service	49	0
		PI - Taxi Service Cancellation	5	0	
	Project Independence		60	0.1	
	Project Independence			60	0.1
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	1	0
		311 Call Center		1	0

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City	Department Description	Group Description	Type Description	Count	Response Days
EAST HILLS	Supervisor's Office	Supervisor's Office	SupV - Airplane	2	0
			SupV - Helicopter	1	0
		Supervisor's Office		3	0
	Supervisor's Office			4	0
EAST HILLS				69	0.3
EAST WILLISTON	Project Independence	Project Independence	PI - Household Maintenance	2	3.5
			PI - Taxi Service	3	0
		Project Independence		5	1.4
	Project Independence			5	1.4
EAST WILLISTON				5	1.4
ELMONT	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	2	1.0
		Animal Shelter		2	1.0
	Department of Public Safety			2	1.0
ELMONT				2	1.0
FLORA PARK	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	1	0
		Street Lighting District		1	0
	Department of Public Works			1	0
FLORA PARK				1	0
FLORAL PARK	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	0
		Cat Shelter		1	0
	Department of Public Safety			1	0
	Department of Public Works	Highway Department	Hwy - Pothole	1	0
			Hwy - Tree Trimming / Removal Inspection	3	1.7
		Highway Department		4	1.2
		Street Lighting District	Street Light - Light Out (Single)	1	0
		Street Lighting District		1	0
		Department of Public Works			5
	Project Independence	Project Independence	PI - Taxi Service	21	0
		Project Independence		21	0
	Project Independence			21	0
FLORAL PARK				27	0.2
FLORAL PARK CENTRE	Department of Public Safety	Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	1.0
		Parking Enforcement		1	1.0
	Department of Public Safety			1	1.0
	Department of Public Works	Highway Department	Hwy - Street Sign - Remove	1	0
			Hwy - Tree Trimming / Removal Inspection	2	0
		Highway Department		3	0
Department of Public Works			3	0	

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City	Department Description	Group Description	Type Description	Count	Response Days
FLORAL PARK CENTRE	Project Independence	Project Independence	PI - Financial Assistance	2	0.5
			PI - Membership Registration	1	0
			PI - Taxi Service	1	0
		Project Independence		4	0.2
	Project Independence			4	0.2
FLORAL PARK CENTRE				8	0.2
FLORAL PARK CENTRER	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	0
		Highway Department		1	0
	Department of Public Works			1	0
FLORAL PARK CENTRER				1	0
FLORAL PARK CTR	Department of Public Safety	Code Enforcement	Code - Miscellaneous	1	7.0
		Code Enforcement		1	7.0
	Department of Public Safety			1	7.0
FLORAL PARK CTR				1	7.0
FLOWER HILL	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	3	0.3
		Animal Shelter		3	0.3
		Code Enforcement	Code - Handicap Parking	1	0
			Code - Miscellaneous	1	0
			Code - Noise	1	0
			Code - Property Maintenance	1	0
			Code Enforcement		4
		Department of Public Safety			7
	Department of Public Works	Highway Department	Hwy - Tree Trimming / Removal Inspection	1	0
		Highway Department		1	0
	Department of Public Works			1	0
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0
		Inter Municipal Affairs		1	0
	Inter Municipal Affairs			1	0
	Project Independence	Project Independence	PI - Call Back Request	1	1.0
			PI - Membership Registration	2	0
			PI - Taxi Service	15	0
			PI - Transportation/Mobility Mgmt Info	1	6.0
		Project Independence		19	0.4
	Project Independence			19	0.4
	Supervisor's Office	Supervisor's Office	SupV - Airplane	2	0
			SupV - Helicopter	2	0
			SupV - Thank You from Constituent	1	0
		Supervisor's Office		5	0
		Supervisor's Office			5
FLOWER HILL				33	0.2

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City	Department Description	Group Description	Type Description	Count	Response Days
FLUSHING	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	1.0
		Animal Shelter		1	1.0
	Department of Public Safety			1	1.0
	FLUSHING			1	1.0
GARDEN CITY	Department of Public Works	Street Lighting District	Street Light - Lights Out (Multiple)	1	0
		Street Lighting District		1	0
	Department of Public Works			1	0
	Project Independence	Project Independence	PI - Taxi Service	5	0
		Project Independence		5	0
	Project Independence			5	0
GARDEN CITY				6	0
GARDEN CITY PARK	Community Services	Community Services	CommSvc - Bus Pickup Cancel	3	0.7
		Community Services		3	0.7
	Community Services			3	0.7
	Department of Public Safety	Code Enforcement	Code - After Hours/Weekend Construction	1	3.0
			Code - Court	5	0
			Code - Garbage	1	0
			Code - Miscellaneous	2	3.5
			Code - Property Maintenance	1	1.0
			Code - Sidewalk Obstruction	1	0
			Code - Signs	3	0
			Code - Tree Removal	1	2.0
		Code Enforcement		15	0.9
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	2.0
		Parking Enforcement		1	2.0
	Department of Public Safety			16	0.9
	Department of Public Works	Highway Department	Hwy - From Transfer	1	2.0
			Hwy - Miscellaneous	1	7.0
			Hwy - Pothole	3	2.0
			Hwy - Street Drainage / Flooding	1	0
			Hwy - Street Sign - Repair / Replace	5	4.6
			Hwy - Street Sweeping / Cleaning	3	0
			Hwy - Tree Branch / Debris Pickup	4	0
			Hwy - Tree Trimming / Removal Inspection	11	0
		Highway Department		29	1.3
		Street Lighting District	Street Light - Cycles On / Off	2	12.0
			Street Light - Fixture Problem	2	7.0
			Street Light - Light Out (Single)	15	3.1
			Street Light - Lights Out (Multiple)	9	3.6
			Street Light - Mark Out	1	0
Street Light - Misc Problems			1	0	

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City	Department Description	Group Description	Type Description	Count	Response Days	
GARDEN CITY PARK	Department of Public Works	Street Lighting District	Street Light - On During Day	1	6.0	
			Street Light - Pole Problem	1	0	
		Street Lighting District			32	3.8
	Department of Public Works			61	2.6	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	2	2.0	
			OIC - Inter Municipal SR	4	0	
		Inter Municipal Affairs			6	0.7
	Inter Municipal Affairs			6	0.7	
	Planning and Building Department	Building Department	Bldg - Application Status	1	2.0	
			Bldg - Suspect Work Without a Permit	2	4.5	
		Building Department			3	3.7
	Planning and Building Department			3	3.7	
	Project Independence	Project Independence	PI - Membership Registration	3	0	
			PI - Miscellaneous	1	5.0	
			PI - Program Registration	6	1.2	
			PI - Taxi Service	53	0.0	
			PI - Taxi Service Cancellation	3	0	
		Project Independence			66	0.2
		Project Independence			66	0.2
	Solid Waste Management	Solid Waste Management	SWMA - Garbage Not Picked Up	1	0	
		Solid Waste Management			1	0
		Solid Waste Management			1	0
GARDEN CITY PARK				156	1.3	
GLEN COVE	Department of Public Safety	Animal Shelter	Animal Sh - Surrender a dog	1	0	
		Animal Shelter			1	0
	Department of Public Safety			1	0	
GLEN COVE				1	0	
GLENWOOD LANDING	Department of Public Works	Highway Department	Hwy - Street Drainage / Flooding	1	24.0	
		Highway Department			1	24.0
		Street Lighting District	Street Light - Light Out (Single)	2	0	
			Street Light - Lights Out (Multiple)	1	11.0	
	Street Lighting District			3	3.7	
Department of Public Works			4	8.8		
GLENWOOD LANDING				4	8.8	
GREAT NEACK	Department of Public Works	Highway Department	Hwy - Dead Animal Pickup	1	1.0	
		Highway Department			1	1.0
	Department of Public Works			1	1.0	
GREAT NEACK				1	1.0	
GREAT NECK	Department of Public Safety	Animal Shelter	Animal Sh - Unleashed - Stray Dog	1	6.0	
		Animal Shelter			1	6.0



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City	Department Description	Group Description	Type Description	Count	Response Days
GREAT NECK	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	0
		<b>Cat Shelter</b>		<b>1</b>	<b>0</b>
		Code Enforcement	Code - Court	3	0
			Code - From Transfer	2	0
			Code - Leaves Accumulation	2	0
			Code - Miscellaneous	1	0
			Code - Noise	2	14.0
			Code - Property Maintenance	2	0
		<b>Code Enforcement</b>		<b>12</b>	<b>2.3</b>
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	10	1.0
		<b>Parking Enforcement</b>		<b>10</b>	<b>1.0</b>
	<b>Department of Public Safety</b>			<b>24</b>	<b>1.8</b>
	Department of Public Works	Highway Department	Hwy - Curb Repair	1	0
			Hwy - Dead Animal Pickup	2	1.0
			Hwy - Grass Cut / Mow	1	0
			Hwy - Miscellaneous	2	7.0
			Hwy - Pothole	1	5.0
			Hwy - Street Sign - Repair / Replace	10	4.9
			Hwy - Street Sweeping / Cleaning	2	0
			Hwy - Tree Branch / Debris Pickup	14	1.9
			Hwy - Tree Fallen - Emergency	1	0
			Hwy - Tree Stump Removal	1	0
			Hwy - Tree Trimming / Removal Inspection	8	0
		<b>Highway Department</b>		<b>43</b>	<b>2.2</b>
		Street Lighting District	Street Light - Cycles On / Off	1	0
			Street Light - Fixture Problem	1	0
			Street Light - Light Out (Single)	9	2.9
			Street Light - Lights Out (Multiple)	15	10.3
			Street Light - Mark Out	1	0
			Street Light - Pole Problem	1	0
		<b>Street Lighting District</b>		<b>28</b>	<b>6.4</b>
	<b>Department of Public Works</b>			<b>71</b>	<b>3.9</b>
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	0
			OIC - Inter Municipal SR	2	0
		<b>Inter Municipal Affairs</b>		<b>3</b>	<b>0</b>
	<b>Inter Municipal Affairs</b>			<b>3</b>	<b>0</b>
	Planning and Building Department	Building Department	Bldg - Application Status	1	6.0
			Bldg - Suspect Work Without a Permit	3	0
		<b>Building Department</b>		<b>4</b>	<b>1.5</b>
	<b>Planning and Building Department</b>			<b>4</b>	<b>1.5</b>
	Project Independence	Project Independence	PI - Call Back Request	6	1.5

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City	Department Description	Group Description	Type Description	Count	Response Days
GREAT NECK	Project Independence	Project Independence	PI - Health and Mental Health	1	2.0
			PI - Household Maintenance	2	7.0
			PI - Membership Registration	15	0
			PI - Miscellaneous	2	2.0
			PI - Program Registration	2	0.5
			PI - Taxi Service	152	0.1
			PI - Taxi Service Cancellation	12	0
			PI - Transportation/Mobility Mgmt Info	1	1.0
			PI - Volunteer	1	1.0
		Project Independence			194
	Project Independence			194	0.2
	Solid Waste Management	Solid Waste Management	SWMA - Garbage Not Picked Up	1	1.0
		Solid Waste Management		1	1.0
		Sustainability Department	SWMA - Compost	1	0
			SWMA - Rain Barrel	1	0
		Sustainability Department		2	0
	Solid Waste Management			3	0.3
	Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	3	0
		Supervisor's Office		3	0
	Supervisor's Office			3	0
GREAT NECK				302	1.2
GREAT NECK ESTATES	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	8.0
		Inter Municipal Affairs		1	8.0
	Inter Municipal Affairs			1	8.0
	Project Independence	Project Independence	PI - Taxi Service	7	0.1
			PI - Taxi Service Cancellation	1	0
			PI - Transportation/Mobility Mgmt Info	1	1.0
	Project Independence		9	0.2	
Project Independence			9	0.2	
GREAT NECK ESTATES				10	1.0
GREAT NECK PLAZA	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	14.0
		Cat Shelter		1	14.0
	Department of Public Safety			1	14.0
	Department of Public Works	Street Lighting District	Street Light - Lights Out (Multiple)	1	0
			Street Light - Mark Out	1	0
		Street Lighting District		2	0
	Department of Public Works			2	0
	Project Independence	Project Independence	PI - Call Back Request	2	0.5
			PI - Caregiver Support	2	12.0
			PI - Household Maintenance	1	0
PI - Membership Registration			11	0	

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GREAT NECK PLAZA	Project Independence	Project Independence	PI - Miscellaneous	2	12.0
			PI - Program Registration	2	1.0
			PI - Taxi Service	124	0.0
			PI - Taxi Service Cancellation	13	0
		Project Independence		157	0.3
	Project Independence		157	0.3	
	Supervisor's Office	Supervisor's Office	SupV - Helicopter	4	0
			SupV - Thank You from Constituent	1	0
		Supervisor's Office		5	0
	Supervisor's Office		5	0	
GREAT NECK PLAZA				165	0.4
GREAT NECKE	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence		1	0	
GREAT NECKE				1	0
GREENVALE	Department of Public Safety	Code Enforcement	Code - Fence	1	0
			Code - Lights	1	0
			Code - Miscellaneous	1	0
			Code - Noise	1	0
		Code Enforcement		4	0
	Department of Public Safety		4	0	
	Department of Public Works	Highway Department	Hwy - Catch Basin	1	6.0
			Hwy - Pothole	1	0
			Hwy - Street Sweeping / Cleaning	1	0
			Hwy - Tree Branch / Debris Pickup	1	0
			Hwy - Tree Planting	1	0
			Hwy - Tree Trimming / Removal Inspection	1	0
		Highway Department		6	1.0
		Street Lighting District	Street Light - Light Out (Single)	1	0
		Street Lighting District		1	0
	Department of Public Works		7	0.9	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	0
		Inter Municipal Affairs		1	0
	Inter Municipal Affairs		1	0	
	Planning and Building Department	Building Department	Bldg - Suspect Work Without a Permit	1	0
		Building Department		1	0
		Planning and Building Department		1	0

# **Town of North Hempstead Service Requests via 311 - by Community**

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GREENVALE	Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0
		Supervisor's Office		1	0
	Supervisor's Office		1	0	
	GREENVALE			14	0.4
Great Neck	Project Independence	Project Independence	PI - Membership Registration	1	0
		Project Independence		1	0
	Project Independence		1	0	
Great Neck			1	0	
HARBOR HILLS	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	16.0
		Highway Department		1	16.0
	Department of Public Works		1	16.0	
HARBOR HILLS			1	16.0	
HERRICKS	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	1	5.0
		Adminstrative Services		1	5.0
	Adminstrative Services		1	5.0	
	Community Services	Community Services	CommSvc - Misc SR	1	7.0
		Community Services		1	7.0
	Community Services		1	7.0	
	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	0
		Cat Shelter		1	0
	Department of Public Safety		1	0	
	Department of Public Works	Highway Department	Hwy - Catch Basin	1	6.0
			Hwy - Miscellaneous	3	1.3
			Hwy - Street Drainage / Flooding	2	2.5
			Hwy - Street Sweeping / Cleaning	1	1.0
			Hwy - Tree Branch / Debris Pickup	3	0
			Hwy - Tree Planting	1	0
			Hwy - Tree Stump Removal	17	0
			Hwy - Tree Trimming / Removal Inspection	8	0
		Highway Department		36	0.4
		Street Lighting District	Street Light - Cycles On / Off	2	0
			Street Light - Light Out (Single)	6	5.7
			Street Light - Lights Out (Multiple)	1	10.0
			Street Light - Mark Out	4	14.2
			Street Light - On During Day	2	0
			Street Light - Pole Problem	2	0
		Street Lighting District		17	5.9
	Department of Public Works			53	2.2
	Planning and Building Department	Building Department	Bldg - Application Status	1	3.0
		Building Department		1	3.0
	Planning and Building Department			1	3.0

# Town of North Hempstead Service Requests via 311 - by Community

December 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
HERRICKS	Project Independence	Project Independence	PI - Membership Registration	1	0	
			PI - Miscellaneous	6	0.3	
			PI - Program Registration	1	23.0	
			PI - Taxi Service	20	0	
			PI - Taxi Service Cancellation	3	0	
		Project Independence			31	0.8
	Project Independence			31	0.8	
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	3.0	
			SWMA - Garbage Not Picked Up	1	1.0	
		Solid Waste Management			2	2.0
	Solid Waste Management			2	2.0	
HERRICKS				90	1.8	
HUNTINGTON	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	1.0	
		Animal Shelter		1	1.0	
	Department of Public Safety			1	1.0	
HUNTINGTON				1	1.0	
KENSINGTON	Project Independence	Project Independence	PI - Membership Registration	3	0	
			PI - Miscellaneous	1	1.0	
			PI - Taxi Service	19	0.3	
			PI - Taxi Service Cancellation	2	0	
		Project Independence			25	0.3
	Project Independence			25	0.3	
KENSINGTON				25	0.3	
KINGS POINT	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	1	1.0	
		Parks and Recreation Department			1	1.0
		Parks and Recreation Department			1	1.0
	Project Independence	Project Independence	PI - Household Maintenance	1	4.0	
			PI - Taxi Service	15	0	
			PI - Taxi Service Cancellation	4	0	
		Project Independence			20	0.2
	Project Independence			20	0.2	
KINGS POINT				21	0.2	
LAKE SUCCESS	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	0	
		Street Lighting District			1	0
	Department of Public Works			1	0	
	Project Independence	Project Independence	PI - Membership Registration	1	0	
PI - Program Registration			2	6.0		

# **Town of North Hempstead Service Requests via 311 - by Community**

December 2012

City	Department Description	Group Description	Type Description	Count	Response Days
LAKE SUCCESS	Project Independence	Project Independence	PI - Taxi Service	7	0
			PI - Taxi Service Cancellation	1	0
		Project Independence		11	1.1
	Project Independence			11	1.1
	LAKE SUCCESS				12
LEVITTOWN	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	2	0
		Animal Shelter		2	0
	Department of Public Safety			2	0
LEVITTOWN				2	0
LOCUST VALLEY	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	0
		Animal Shelter		1	0
	Department of Public Safety			1	0
LOCUST VALLEY				1	0
LYNBROOK	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0
		Animal Shelter		1	0
	Department of Public Safety			1	0
LYNBROOK				1	0
MANHASSET	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	1	0
		Adminstrative Services		1	0
	Adminstrative Services			1	0
	Department of Public Safety	Animal Shelter	Animal Sh - Barking Dog	1	10.0
			Animal Sh - Lost Animal	2	1.0
			Animal Sh - Surrender a dog	4	0
		Animal Shelter		7	1.7
		Code Enforcement	Code - Court	3	0
			Code - Dumpster	1	14.0
			Code - Fence	1	0
			Code - From Transfer	1	0
			Code - Garbage	2	3.0
			Code - Licensing	2	9.0
			Code - No Plates / Inoperable Vehicle	1	8.0
			Code - Noise	1	0
			Code - Property Maintenance	1	6.0
			Code - Sidewalk Obstruction	1	0
			Code Enforcement		14
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	5	2.4
		Parking Enforcement		5	2.4
	Department of Public Safety			26	2.9
	Department of Public Works	Highway Department	Hwy - Catch Basin	1	6.0
			Hwy - Complaint - Highway Employee / Vehicle	1	0

# Town of North Hempstead Service Requests via 311 - by Community

December 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
MANHASSET	Department of Public Works	Highway Department	Hwy - Dead Animal Pickup	1	0	
			Hwy - Miscellaneous	4	0.5	
			Hwy - Pothole	2	9.5	
			Hwy - Street Painting	1	0	
			Hwy - Street Sign - Repair / Replace	10	0	
			Hwy - Street Sweeping / Cleaning	2	11.0	
			Hwy - Tree Branch / Debris Pickup	17	0.1	
			Hwy - Tree Planting	1	0	
			Hwy - Tree Stump Removal	6	0	
			Hwy - Tree Trimming / Removal Inspection	11	0	
		Highway Department			57	0.9
		Street Lighting District	Street Light - Cycles On / Off	2	0	
			Street Light - Fixture Problem	3	2.0	
			Street Light - Light Out (Single)	10	3.2	
			Street Light - Lights Out (Multiple)	12	4.9	
			Street Light - Mark Out	6	1.2	
			Street Light - On During Day	4	0	
		Street Lighting District			37	2.8
		Department of Public Works			94	1.6
		Housing Authority	Housing Authority	Housing - Appliance	1	2.0
	Housing - Misc SR			4	2.8	
	Housing - Pest Control			1	1.0	
	Housing - Plumbing			4	2.8	
	Housing Authority			10	2.5	
	Housing Authority			10	2.5	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	3	1.3	
		Inter Municipal Affairs			3	1.3
	Inter Municipal Affairs			3	1.3	
	Planning and Building Department	Building Department	Bldg - Application Status	1	2.0	
			Bldg - Construction Complaint	1	0	
			Bldg - Employee Complaint	1	3.0	
			Bldg - Suspect Work Without a Permit	3	0	
		Building Department			6	0.8
	Planning and Building Department			6	0.8	
	Project Independence	Project Independence	PI - Membership Registration	5	0	
			PI - Miscellaneous	2	1.5	
			PI - No Heat emergency (Excl HA)	1	0	
			PI - Program Registration	3	0.7	
			PI - Taxi Service	58	0	

# Town of North Hempstead Service Requests via 311 - by Community

December 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
MANHASSET	Project Independence	Project Independence	PI - Taxi Service Cancellation	6	0	
			PI - Transportation/Mobility Mgmt Info	3	0.7	
		Project Independence			78	0.1
		Project Independence			78	0.1
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	2	1.5	
		Solid Waste Management			2	1.5
	Solid Waste Management			2	1.5	
	Supervisor's Office	Supervisor's Office	SupV - Airplane	2	0	
			SupV - Complaint - Other Employee	1	2.0	
			SupV - Helicopter	14	0	
			SupV - Thank You from Constituent	2	0	
		Supervisor's Office			19	0.1
		Supervisor's Office			19	0.1
	MANHASSET			239	1.2	
MANHASSET	Department of Public Safety	Code Enforcement	Code - Heat / Air Conditioning	1	0	
		Code Enforcement			1	0
	Department of Public Safety			1	0	
MANHASSET			1	0		
MANHASSET HIILS	Department of Public Works	Highway Department	Hwy - Tree Stump Removal	1	0	
		Highway Department			1	0
	Department of Public Works			1	0	
MANHASSET HIILS			1	0		
MANHASSET HILLS	Department of Public Works	Highway Department	Hwy - Tree Planting	1	0	
		Highway Department			1	0
		Street Lighting District	Street Light - Mark Out	3	5.0	
			Street Light - Pole Problem	1	3.0	
		Street Lighting District			4	4.5
	Department of Public Works			5	3.6	
MANHASSET HILLS			5	3.6		
MANHASSETT	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	0	
		Highway Department			1	0
	Department of Public Works			1	0	
MANHASSETT			1	0		
MANORHAVEN	Community Services	Community Services	CommSvc - Bus Pickup Cancel	1	12.0	
			CommSvc - Bus Pickup Schedule	2	1.5	
		Community Services			3	5.0
		Community Services			3	5.0
	Department of Public Safety	Animal Shelter	Animal Sh - Misc	1	0	
			Animal Sh - Unleashed - Stray Dog	1	0	
		Animal Shelter			2	0



# Town of North Hempstead Service Requests via 311 - by Community

December 2012

City	Department Description	Group Description	Type Description	Count	Response Days
MANORHAVEN	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	1.0
		Cat Shelter		1	1.0
		Department of Public Safety		3	0.3
	Project Independence	Project Independence	PI - Membership Registration	4	0
			PI - Program Registration	5	2.2
			PI - Taxi Service	31	0
			PI - Taxi Service Cancellation	4	0
		Project Independence		44	0.2
		Project Independence		44	0.2
MANORHAVEN			50	0.5	
MINEOLA	Community Services	Community Services	CommSvc - Bus Pickup Cancel	1	1.0
			CommSvc - Bus Pickup Schedule	1	0
		Community Services		2	0.5
	Community Services		2	0.5	
	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	2	0.5
			Animal Sh - Misc	1	2.0
		Animal Shelter		3	1.0
	Department of Public Safety		3	1.0	
	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	0
		Street Lighting District		1	0
	Department of Public Works		1	0	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0
		Inter Municipal Affairs		1	0
	Inter Municipal Affairs		1	0	
	Project Independence	Project Independence	PI - Call Back Request	1	0
			PI - Household Maintenance	4	1.2
			PI - Membership Registration	4	0
			PI - Miscellaneous	4	0.8
			PI - Program Registration	12	0.7
			PI - Taxi Service	59	0
			PI - Taxi Service Cancellation	3	0
			PI - Taxi Service Complaint	3	0.3
		Project Independence		90	0.2
	Project Independence		90	0.2	
MINEOLA			97	0.2	
MUNSEY PARK	Department of Public Safety	Code Enforcement	Code - Lights	1	7.0
		Code Enforcement		1	7.0
	Department of Public Safety		1	7.0	

# **Town of North Hempstead Service Requests via 311 - by Community**

December 2012

City	Department Description	Group Description	Type Description	Count	Response Days
MUNSEY PARK	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	1	1.0
		<b>Street Lighting District</b>		<b>1</b>	<b>1.0</b>
		<b>Department of Public Works</b>		<b>1</b>	<b>1.0</b>
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	2.0
		<b>Inter Municipal Affairs</b>		<b>1</b>	<b>2.0</b>
	<b>Inter Municipal Affairs</b>			<b>1</b>	<b>2.0</b>
	Project Independence	Project Independence	PI - Membership Registration	1	0
			PI - Miscellaneous	1	0
			PI - Program Registration	1	0
		<b>Project Independence</b>		<b>3</b>	<b>0</b>
	<b>Project Independence</b>			<b>3</b>	<b>0</b>
	Supervisor's Office	Supervisor's Office	SupV - Helicopter	1	0
		<b>Supervisor's Office</b>		<b>1</b>	<b>0</b>
	<b>Supervisor's Office</b>			<b>1</b>	<b>0</b>
<b>MUNSEY PARK</b>				<b>7</b>	<b>1.4</b>
N NEW HYDE PARK	Department of Public Works	Street Lighting District	Street Light - Mark Out	2	7.0
		<b>Street Lighting District</b>		<b>2</b>	<b>7.0</b>
	<b>Department of Public Works</b>			<b>2</b>	<b>7.0</b>
<b>N NEW HYDE PARK</b>				<b>2</b>	<b>7.0</b>
NEW CASSEL	Administrative Services	Administrative Services	Adm Svc - Green Team	1	0
		<b>Administrative Services</b>		<b>1</b>	<b>0</b>
		<b>Administrative Services</b>		<b>1</b>	<b>0</b>
	Community Services	Community Services	CommSvc - Bus Pickup Cancel	4	0
		<b>Community Services</b>		<b>4</b>	<b>0</b>
		<b>Community Services</b>		<b>4</b>	<b>0</b>
	Department of Public Safety	Code Enforcement	Code - Building Permit	1	0
			Code - Commercial Vehicle stored on Residential Property	8	1.2
			Code - Court	4	0
			Code - Garbage	1	1.0
			Code - Graffiti	1	0
			Code - Leaves Accumulation	1	0
			Code - Miscellaneous	2	0
			Code - No Plates / Inoperable Vehicle	11	4.4
			Code - Property Maintenance	10	6.0
			Code - Signs	1	10.0
			Code - Storage and Display	2	0
		<b>Code Enforcement</b>		<b>42</b>	<b>3.1</b>

# Town of North Hempstead Service Requests via 311 - by Community

December 2012

City	Department Description	Group Description	Type Description	Count	Response Days
NEW CASSEL	Department of Public Safety	Parking Enforcement	Prkg Enfrc - Commercial Parking	1	1.0
			Prkg Enfrc - Parking Violations Complaint	3	3.0
		Parking Enforcement		4	2.5
	Department of Public Safety			46	3.0
	Department of Public Works	Highway Department	Hwy - Abandoned Vehicle	1	0
			Hwy - Curb Repair	1	0
			Hwy - Miscellaneous	1	6.0
			Hwy - Pothole	3	4.0
			Hwy - Street Sign - Repair / Replace	7	3.4
			Hwy - Tree Branch / Debris Pickup	9	2.6
			Hwy - Tree Trimming / Removal Inspection	3	0
		Highway Department		25	2.6
		Street Lighting District	Street Light - Cycles On / Off	4	5.0
			Street Light - Light Out (Single)	14	1.9
			Street Light - Lights Out (Multiple)	13	2.2
			Street Light - On During Day	1	0
			Street Light - Pole Problem	1	0
		Street Lighting District		33	2.2
		Department of Public Works			58
	Housing Authority	Housing Authority	Housing - Electrical	1	0
			Housing - Misc SR	4	0.5
			Housing - Plumbing	3	2.7
		Housing Authority		8	1.2
	Housing Authority			8	1.2
	Planning and Building Department	Building Department	Bldg - Illegal Housing	1	0
		Building Department		1	0
	Planning and Building Department			1	0
	Project Independence	Project Independence	PI - Call Back Request	2	0.5
			PI - Financial Assistance	1	7.0
			PI - Membership Registration	2	0
			PI - Program Registration	3	3.0
			PI - Taxi Service	30	0
			PI - Taxi Service Cancellation	2	0
			PI - Taxi Service Complaint	1	1.0
		Project Independence		41	0.4
	Project Independence			41	0.4
	Solid Waste Management	Solid Waste Management	SWMA - Garbage Not Picked Up	3	1.7
		Solid Waste Management		3	1.7
	Solid Waste Management			3	1.7

# Town of North Hempstead Service Requests via 311 - by Community

December 2012

City	Department Description	Group Description	Type Description	Count	Response Days
NEW CASSEL	Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	1	0
		<b>Supervisor's Office</b>		<b>1</b>	<b>0</b>
	<b>Supervisor's Office</b>			<b>1</b>	<b>0</b>
	<b>NEW CASSEL</b>			<b>163</b>	<b>1.9</b>
NEW HYDE PARK	Community Services	Community Services	CommSvc - Bus Pickup Schedule	1	0
		<b>Community Services</b>		<b>1</b>	<b>0</b>
	<b>Community Services</b>			<b>1</b>	<b>0</b>
	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	1.0
			Animal Sh - Unleashed - Stray Dog	1	18.0
		<b>Animal Shelter</b>		<b>2</b>	<b>9.5</b>
		Cat Shelter	Cat Shelter - Feral Cats	1	0
			<b>Cat Shelter</b>	<b>1</b>	<b>0</b>
		Code Enforcement	Code - After Hours/Weekend Construction	1	0
			Code - Commercial Vehicle stored on Residential Property	1	3.0
			Code - Leaves Accumulation	1	2.0
			Code - No Plates / Inoperable Vehicle	1	1.0
			Code - Property Maintenance	2	0.5
		<b>Code Enforcement</b>		<b>6</b>	<b>1.2</b>
	<b>Department of Public Safety</b>			<b>9</b>	<b>2.9</b>
	Department of Public Works	Highway Department	Hwy - Miscellaneous	2	2.0
			Hwy - Plow Damage	1	1.0
			Hwy - Pothole	1	0
			Hwy - Street Sign - New Request	1	0
			Hwy - Street Sign - Repair / Replace	13	0.8
			Hwy - Street Sweeping / Cleaning	1	2.0
			Hwy - Tree Branch / Debris Pickup	13	0.2
			Hwy - Tree Planting	2	0
			Hwy - Tree Stump Removal	2	0
			Hwy - Tree Trimming / Removal Inspection	13	0.2
		<b>Highway Department</b>		<b>49</b>	<b>0.5</b>
		Street Lighting District	Street Light - Cycles On / Off	3	4.3
			Street Light - Light Out (Single)	20	2.8
			Street Light - Lights Out (Multiple)	8	2.1
			Street Light - Mark Out	4	0
			Street Light - Misc Problems	1	0
			Street Light - On During Day	1	0
			Street Light - Pole Problem	1	0
		<b>Street Lighting District</b>		<b>38</b>	<b>2.2</b>
	<b>Department of Public Works</b>			<b>87</b>	<b>1.3</b>

# Town of North Hempstead Service Requests via 311 - by Community

December 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
NEW HYDE PARK	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0	
		Inter Municipal Affairs		1	0	
	Inter Municipal Affairs			1	0	
	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	1	1.0	
		Parks and Recreation Department		1	1.0	
	Parks and Recreation Department			1	1.0	
	Planning and Building Department	Building Department	Bldg - Application Status	1	2.0	
			Bldg - Suspect Work Without a Permit	1	0	
		Building Department		2	1.0	
	Planning and Building Department			2	1.0	
	Project Independence	Project Independence	PI - Call Back Request	1	0	
			PI - Caregiver Support	1	0	
			PI - Household Maintenance	1	4.0	
			PI - Membership Registration	2	0	
			PI - Miscellaneous	2	2.5	
			PI - NORC SR	1	0	
			PI - Program Registration	18	0.4	
			PI - Taxi Service	34	0.2	
			PI - Taxi Service Cancellation	1	0	
		Project Independence		61	0.4	
	Project Independence			61	0.4	
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	0	
			SWMA - Garbage Not Picked Up	1	0	
		Solid Waste Management		2	0	
	Solid Waste Management			2	0	
	Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0	
		Supervisor's Office		1	0	
	Supervisor's Office			1	0	
	NEW HYDE PARK				165	1.0
	NEW HYDE PK	Department of Public Works	Street Lighting District	Street Light - Pole Problem	1	0
			Street Lighting District		1	0
Department of Public Works			1	0		
NEW HYDE PK				1	0	
NEW HYE PARK	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	1	0	
		Highway Department		1	0	
	Department of Public Works			1	0	
NEW HYE PARK				1	0	

# Town of North Hempstead Service Requests via 311 - by Community

December 2012

City	Department Description	Group Description	Type Description	Count	Response Days
NO NEW HYDE PARK	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	1	3.0
		Adminstrative Services		1	3.0
		Adminstrative Services			1
	Department of Public Safety	Code Enforcement	Code - Dumpster	1	5.0
		Code Enforcement		1	5.0
		Parking Enforcement	Prkg Enfrc - Commercial Parking	1	2.0
		Parking Enforcement		1	2.0
	Department of Public Safety			2	3.5
	Department of Public Works	Highway Department	Hwy - Dead Animal Pickup	1	1.0
			Hwy - Pothole	1	4.0
			Hwy - Street Sign - Repair / Replace	3	1.0
			Hwy - Tree Branch / Debris Pickup	1	0
		Highway Department		6	1.3
		Street Lighting District	Street Light - Cycles On / Off	2	0
			Street Light - Light Out (Single)	4	1.2
			Street Light - Lights Out (Multiple)	3	1.0
		Street Lighting District		9	0.9
		Department of Public Works			15
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	2	1.5
		Inter Municipal Affairs		2	1.5
	Inter Municipal Affairs			2	1.5
NO NEW HYDE PARK				20	1.4
NORTH HILLS	Community Services	Community Services	CommSvc - Bus Pickup Cancel	3	0.3
		Community Services		3	0.3
	Community Services			3	0.3
	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	1	14.0
			Street Light - Mark Out	1	10.0
		Street Lighting District		2	12.0
	Department of Public Works			2	12.0
	Project Independence	Project Independence	PI - Membership Registration	6	0
			PI - Program Registration	1	5.0
			PI - Taxi Service	64	0.0
			PI - Taxi Service Cancellation	4	0
			PI - Transportation/Mobility Mgmt Info	1	1.0
		Project Independence		76	0.1
	Project Independence			76	0.1
	Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0
		Supervisor's Office		1	0
	Supervisor's Office			1	0
NORTH HILLS				82	0.4
NORTH NEW HYDE	Department of Public	Animal Shelter	Animal Sh - Dog Defecation	1	3.0

# Town of North Hempstead Service Requests via 311 - by Community

December 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
PARK	Safety	Animal Shelter	Animal Sh - Found Animal	2	0	
			Animal Sh - Surrender a dog	1	0	
		Animal Shelter			4	0.8
		Code Enforcement	Code - Commercial Vehicle stored on Residential Property	6	2.7	
			Code - Court	1	0	
			Code - Fence	1	7.0	
			Code - Garbage	2	5.5	
			Code - Licensing	5	1.2	
			Code - Miscellaneous	1	1.0	
			Code - Noise	1	0	
			Code - Property Maintenance	2	6.0	
			Code - Sidewalk Obstruction	1	0	
			Code Enforcement			20
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	2.0	
		Parking Enforcement			1	2.0
	Department of Public Safety			25	2.3	
	Department of Public Works	Highway Department	Hwy - Abandoned Vehicle	1	0	
			Hwy - Curb Repair	2	0	
			Hwy - Miscellaneous	3	0.3	
			Hwy - Pothole	2	1.0	
			Hwy - Street Drainage / Flooding	1	0	
			Hwy - Street Sign - Repair / Replace	1	0	
			Hwy - Street Sweeping / Cleaning	2	0.5	
			Hwy - Tree Branch / Debris Pickup	12	0	
			Hwy - Tree Planting	4	0	
			Hwy - Tree Stump Removal	3	0	
			Hwy - Tree Trimming / Removal Inspection	25	0.1	
		Highway Department			56	0.1
		Street Lighting District	Street Light - Cycles On / Off	3	0	
			Street Light - Fixture Problem	1	7.0	
			Street Light - Light Out (Single)	29	3.8	
			Street Light - Lights Out (Multiple)	15	1.6	
			Street Light - Mark Out	7	0.9	
			Street Light - Misc Problems	2	0	
			Street Light - On During Day	2	0	
		Street Light - Pole Problem	2	3.0		
		Street Lighting District			61	2.5
	Department of Public Works			117	1.4	

# Town of North Hempstead Service Requests via 311 - by Community

December 2012

City	Department Description	Group Description	Type Description	Count	Response Days
NORTH NEW HYDE PARK	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	1.0
		Inter Municipal Affairs		1	1.0
	Inter Municipal Affairs			1	1.0
	Planning and Building Department	Building Department	Bldg - Construction Complaint	1	10.0
			Bldg - Employee Complaint	1	7.0
			Bldg - Illegal Housing	4	0.2
			Bldg - Inspection Request	1	5.0
			Bldg - Suspect Work Without a Permit	2	0
		Building Department		9	2.6
		Planning and Building Department			9
	Project Independence	Project Independence	PI - Call Back Request	1	1.0
			PI - Household Maintenance	2	2.0
			PI - Membership Registration	2	0
			PI - Miscellaneous	2	2.0
			PI - NORC SR	3	0
			PI - Program Registration	26	1.3
			PI - Taxi Service	65	0.0
			PI - Taxi Service Cancellation	5	0
		Project Independence		106	0.4
	Project Independence			106	0.4
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	2	0.5
		Solid Waste Management		2	0.5
	Solid Waste Management			2	0.5
	Supervisor's Office	Supervisor's Office	SupV - Helicopter	1	0
			SupV - Thank You from Constituent	2	0
		Supervisor's Office		3	0
	Supervisor's Office			3	0
NORTH NEW HYDE PARK				263	1.1
NORTHHILLS	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
NORTHHILLS				1	0
PLANDOME	Solid Waste Management	Sustainability Department	SWMA - Long Island Green Homes	1	0
		Sustainability Department		1	0
	Solid Waste Management			1	0
PLANDOME				1	0
PLANDOME HEIGHTS	Department of Public Works	Highway Department	Hwy - Dead Animal Pickup	1	1.0
			Hwy - Tree Trimming / Removal Inspection	1	0
	Highway Department		2	0.5	
Department of Public Works			2	0.5	



# Town of North Hempstead Service Requests via 311 - by Community

December 2012

City	Department Description	Group Description	Type Description	Count	Response Days
PLANDOME HEIGHTS	Project Independence	Project Independence	PI - Call Back Request	1	0
			PI - Taxi Service	1	0
		Project Independence		2	0
		Project Independence		2	0
	Supervisor's Office	Supervisor's Office	SupV - Helicopter	1	0
		Supervisor's Office		1	0
	Supervisor's Office		1	0	
	PLANDOME HEIGHTS			5	0.2
PLANDOME MANOR	Project Independence	Project Independence	PI - Membership Registration	1	0
		Project Independence		1	0
	Project Independence		1	0	
PLANDOME MANOR			1	0	
PORT WAHSINGTON	Project Independence	Project Independence	PI - Taxi Service Cancellation	1	0
		Project Independence		1	0
	Project Independence		1	0	
PORT WAHSINGTON			1	0	
PORT WASHIGNTON	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence		1	0	
PORT WASHIGNTON			1	0	
PORT WASHINGTON	Adminstrative Services	Adminstrative Services	Adm Svc - PW Parking - Lot Condition	1	0
		Adminstrative Services		1	0
		Adminstrative Services		1	0
	Community Services	Community Services	CommSvc - Bus Pickup Cancel	1	1.0
			CommSvc - Misc SR	2	3.0
		Community Services		3	2.3
	Community Services		3	2.3	
	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	2	0.5
		Animal Shelter		2	0.5
		Code Enforcement	Code - After Hours/Weekend Construction	1	3.0
			Code - Building Permit	1	0
			Code - Commercial Vehicle stored on Residential Property	1	8.0
			Code - Court	3	0
			Code - Dumpster	1	14.0
			Code - Fence	4	1.2
			Code - Garbage	2	5.0
			Code - Leaves Accumulation	1	0
Code - Licensing			2	8.0	
Code - Miscellaneous	1	24.0			
Code - Noise	1	3.0			

# Town of North Hempstead Service Requests via 311 - by Community

December 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
PORT WASHINGTON	Department of Public Safety	Code Enforcement	Code - Property Maintenance	2	0.5	
			Code - Signs	1	6.0	
			Code - Tree Removal	1	0	
			Code - Unlawful Property Use	1	4.0	
		Code Enforcement			23	4.1
	Department of Public Safety			25	3.8	
	Department of Public Works	Highway Department	Hwy - Catch Basin	3	0.3	
			Hwy - Complaint - Highway Employee / Vehicle	1	0	
			Hwy - Curb Repair	1	0	
			Hwy - Dead Animal Pickup	1	2.0	
			Hwy - Miscellaneous	8	1.6	
			Hwy - Pothole	1	2.0	
			Hwy - Street Drainage / Flooding	1	0	
			Hwy - Street Painting	1	1.0	
			Hwy - Street Sign - Repair / Replace	9	1.3	
			Hwy - Street Sweeping / Cleaning	11	0.5	
			Hwy - Tree Branch / Debris Pickup	8	0.2	
			Hwy - Tree Stump Removal	15	0	
			Hwy - Tree Trimming / Removal Inspection	18	0.5	
			Highway Department			78
		Street Lighting District	Street Light - Cycles On / Off	2	2.5	
			Street Light - Fixture Problem	4	6.0	
			Street Light - Light Out (Single)	25	5.8	
			Street Light - Lights Out (Multiple)	10	2.9	
			Street Light - Mark Out	9	3.0	
			Street Light - Misc Problems	2	3.5	
			Street Light - On During Day	15	3.1	
			Street Light - Pole Problem	3	2.0	
		Street Lighting District			70	4.1
	Department of Public Works			148	2.3	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	3	0.7	
		Inter Municipal Affairs			3	0.7
	Inter Municipal Affairs			3	0.7	
	Parks and Recreation Department	Parks and Recreation Department	Park - From Transfer	2	0.5	
		Parks and Recreation Department			2	0.5
	Parks and Recreation Department			2	0.5	
	Planning and Building Department	Building Department	Bldg - Application Status	2	1.0	
			Bldg - Certificate Status	2	0	
			Bldg - Construction Complaint	1	0	
			Bldg - Housing Complaint	1	0	

# **Town of North Hempstead Service Requests via 311 - by Community**

December 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
PORT WASHINGTON	Planning and Building Department	Building Department	Bldg - Illegal Housing	4	1.0	
			Bldg - Inspection Request	1	0	
			Bldg - Suspect Work Without a Permit	2	0	
		Building Department			13	0.5
	Planning and Building Department			13	0.5	
	Project Independence	Project Independence	PI - Call Back Request	2	3.5	
			PI - Caregiver Support	1	6.0	
			PI - Health and Mental Health	1	4.0	
			PI - Household Maintenance	2	2.0	
			PI - Membership Registration	13	0	
			PI - Miscellaneous	6	2.0	
			PI - Program Registration	18	1.2	
			PI - Taxi Service	185	0	
			PI - Taxi Service Cancellation	13	0	
			PI - Transportation/Mobility Mgmt Info	1	0	
			Project Independence			242
		Project Independence			242	0.2
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	3.0	
		Solid Waste Management			1	3.0
		Sustainability Department	SWMA - Compost	1	0	
		Sustainability Department			1	0
	Solid Waste Management			2	1.5	
	Supervisor's Office	Supervisor's Office	SupV - Airplane	20	0	
			SupV - Thank You from Constituent	6	0	
		Supervisor's Office			26	0
	Supervisor's Office			26	0	
PORT WASHINGTON				465	1.1	
PORT WASHINGTON NO	Department of Public Safety	Code Enforcement	Code - Sidewalk Obstruction	1	21.0	
		Code Enforcement			1	21.0
	Department of Public Safety			1	21.0	
PORT WASHINGTON NO				1	21.0	
PORT WASHINGTON NORTH	Department of Public Safety	Animal Shelter	Animal Sh - Barking Dog	1	0	
			Animal Sh - Menacing or Harrassing Dog	1	4.0	
		Animal Shelter			2	2.0
		Code Enforcement	Code - Licensing	1	6.0	
			Code - Overgrown Vegetation	1	0	
		Code Enforcement			2	3.0
	Department of Public Safety			4	2.5	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0	
		Inter Municipal Affairs			1	0
Inter Municipal Affairs			1	0		

# Town of North Hempstead Service Requests via 311 - by Community

December 2012

City	Department Description	Group Description	Type Description	Count	Response Days
PORT WASHINGTON NORTH	Project Independence	Project Independence	PI - Membership Registration	4	0
			PI - Program Registration	1	6.0
			PI - Taxi Service	26	0
			PI - Taxi Service Cancellation	1	0
		Project Independence		32	0.2
	Project Independence			32	0.2
PORT WASHINGTON NORTH				37	0.4
PORT WQASHINGTON	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
PORT WQASHINGTON				1	0
PORTWASHINGTON	Department of Public Works	Highway Department	Hwy - Street Sweeping / Cleaning	1	1.0
		Highway Department		1	1.0
	Department of Public Works			1	1.0
	Project Independence	Project Independence	PI - Program Registration	1	0
			PI - Taxi Service	4	0
			PI - Taxi Service Cancellation	1	0
		Project Independence		6	0
	Project Independence			6	0
PORTWASHINGTON				7	0.1
ROSLY HEIGHTS	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
ROSLY HEIGHTS				1	0
ROSLYN	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	0
		Cat Shelter		1	0
		Code Enforcement	Code - Licensing	1	0
			Code - Miscellaneous	1	6.0
		Code Enforcement		2	3.0
	Department of Public Safety			3	2.0
	Department of Public Works	Highway Department	Hwy - Miscellaneous	1	0
			Hwy - Street Sign - Repair / Replace	2	0.5
			Hwy - Tree Branch / Debris Pickup	1	0
			Hwy - Tree Stump Removal	1	0
		Highway Department		5	0.2
		Street Lighting District	Street Light - Light Out (Single)	1	1.0
			Street Light - Lights Out (Multiple)	1	0
		Street Lighting District		2	0.5
	Department of Public Works			7	0.3

# Town of North Hempstead Service Requests via 311 - by Community

December 2012

City	Department Description	Group Description	Type Description	Count	Response Days
ROSLYN	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	3	0
		Inter Municipal Affairs		3	0
	Inter Municipal Affairs			3	0
	Project Independence	Project Independence	PI - Miscellaneous	2	0
			PI - Program Registration	1	1.0
			PI - Taxi Service	21	0
			PI - Taxi Service Cancellation	2	0
		Project Independence		26	0.0
		Project Independence			26
	Supervisor's Office	Supervisor's Office	SupV - Airplane	3	0
			SupV - Helicopter	1	0
		Supervisor's Office		4	0
	Supervisor's Office			4	0
	ROSLYN				43
ROSLYN ESTATES	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
ROSLYN ESTATES				1	0
ROSLYN HARBOR	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
ROSLYN HARBOR				1	0
ROSLYN HEIGHS	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	1	0
		Highway Department		1	0
	Department of Public Works			1	0
ROSLYN HEIGHS				1	0
ROSLYN HEIGHT	Department of Public Works	Highway Department	Hwy - Tree Trimming / Removal Inspection	1	0
		Highway Department		1	0
	Department of Public Works			1	0
	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
ROSLYN HEIGHT				2	0
ROSLYN HEIGHTS	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	2	0
		Cat Shelter		2	0
		Code Enforcement	Code - After Hours/Weekend Construction	1	0
			Code - Court	3	0
			Code - Dumpster	1	0
			Code - Fence	1	8.0
			Code - Garbage	2	0
			Code - Licensing	2	0

# Town of North Hempstead Service Requests via 311 - by Community

December 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
ROSLYN HEIGHTS	Department of Public Safety	Code Enforcement	Code - Litter	1	0	
			Code - Miscellaneous	3	0.3	
			Code - Property Maintenance	5	7.4	
			Code - Sidewalk Obstruction	2	0	
			Code - Signs	2	9.5	
			Code - Tree Removal	3	0	
		Code Enforcement			26	2.5
	Department of Public Safety			28	2.3	
	Department of Public Works	Highway Department	Hwy - Catch Basin	1	0	
			Hwy - Curb Repair	2	0	
			Hwy - Dead Animal Pickup	1	4.0	
			Hwy - Manhole Repair	1	0	
			Hwy - Miscellaneous	2	12.5	
			Hwy - Pothole	1	4.0	
			Hwy - Street Sign - Repair / Replace	3	0	
			Hwy - Street Sweeping / Cleaning	3	1.0	
			Hwy - Tree Branch / Debris Pickup	21	0.1	
			Hwy - Tree Fallen - Emergency	3	0.7	
			Hwy - Tree Planting	1	0	
			Hwy - Tree Stump Removal	1	0	
			Hwy - Tree Trimming / Removal Inspection	7	0	
		Highway Department			47	0.9
		Street Lighting District	Street Light - Cycles On / Off	1	7.0	
			Street Light - Fixture Problem	3	5.3	
			Street Light - Light Out (Single)	16	5.4	
			Street Light - Lights Out (Multiple)	3	0.7	
			Street Light - Mark Out	14	8.8	
			Street Light - Misc Problems	1	19.0	
			Street Light - On During Day	1	6.0	
		Street Light - Pole Problem	1	5.0		
		Street Lighting District			40	6.6
	Department of Public Works			87	3.5	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	8.0	
			OIC - Inter Municipal SR	4	0.5	
		Inter Municipal Affairs			5	2.0
	Inter Municipal Affairs			5	2.0	
	Parks and Recreation Department	Parks and Recreation Department	Park - From Transfer	2	1.0	
		Parks and Recreation Department			2	1.0
	Parks and Recreation Department			2	1.0	
	Planning and Building Department	Building Department	Bldg - Application Status	1	0	

# Town of North Hempstead Service Requests via 311 - by Community

December 2012

City	Department Description	Group Description	Type Description	Count	Response Days
ROSLYN HEIGHTS	Planning and Building Department	Building Department	Bldg - Construction Complaint	2	0
			Bldg - From Transfer	1	0
			Bldg - Housing Complaint	1	0
			Bldg - Inspection Request	1	0
		Building Department			6
	Planning and Building Department			6	0
	Project Independence	Project Independence	PI - Call Back Request	1	1.0
			PI - Household Maintenance	2	0.5
			PI - Membership Registration	1	0
			PI - Program Registration	6	0.5
			PI - Taxi Service	36	0
			PI - Taxi Service Cancellation	1	0
			PI - Taxi Service Complaint	1	0
			PI - Transportation/Mobility Mgmt Info	1	1.0
		Project Independence			49
	Project Independence			49	0.1
	Solid Waste Management	Solid Waste Management	SWMA - Garbage Not Picked Up	2	1.0
		Solid Waste Management		2	1.0
	Solid Waste Management			2	1.0
	Supervisor's Office	Supervisor's Office	SupV - Airplane	2	0
			SupV - Thank You from Constituent	1	0
			Supervisor's Office		3
		Supervisor's Office			3
	ROSLYN HEIGHTS				182
RUSSELL GARDENS	Project Independence	Project Independence	PI - Membership Registration	1	0
			PI - Taxi Service	1	0
		Project Independence		2	0
	Project Independence			2	0
RUSSELL GARDENS				2	0
SADDLE ROCK	Project Independence	Project Independence	PI - Taxi Service	3	0
			PI - Transportation/Mobility Mgmt Info	1	0
		Project Independence		4	0
	Project Independence			4	0
SADDLE ROCK				4	0
SANDS POINT	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	2	0
		Animal Shelter		2	0
	Department of Public Safety			2	0
	Department of Public Works	Street Lighting District	Street Light - Pole Problem	1	11.0
		Street Lighting District		1	11.0
	Department of Public Works			1	11.0

# Town of North Hempstead Service Requests via 311 - by Community

December 2012

City	Department Description	Group Description	Type Description	Count	Response Days
SANDS POINT	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	2	0.5
		Inter Municipal Affairs		2	0.5
	Inter Municipal Affairs			2	0.5
	Project Independence	Project Independence	PI - Program Registration	2	0.5
			PI - Taxi Service	1	0
		Project Independence		3	0.3
	Project Independence			3	0.3
SANDS POINT			8	1.6	
SEA CLIFF	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0
		Animal Shelter		1	0
	Department of Public Safety			1	0
	Supervisor's Office	Supervisor's Office	SupV - Helicopter	2	0
		Supervisor's Office		2	0
	Supervisor's Office			2	0
SEA CLIFF			3	0	
SEARINGTOWN	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	0
		Cat Shelter		1	0
		Code Enforcement	Code - Miscellaneous	1	9.0
			Code - Overgrown Vegetation	1	16.0
		Code Enforcement		2	12.5
	Department of Public Safety			3	8.3
	Department of Public Works	Highway Department	Hwy - Catch Basin	1	0
			Hwy - From Transfer	1	0
			Hwy - Street Sign - Repair / Replace	1	0
			Hwy - Tree Branch / Debris Pickup	1	0
			Hwy - Tree Stump Removal	1	0
			Hwy - Tree Trimming / Removal Inspection	5	0.4
		Highway Department		10	0.2
		Street Lighting District	Street Light - Fixture Problem	1	0
			Street Light - Light Out (Single)	5	0.6
			Street Light - Lights Out (Multiple)	5	4.0
			Street Light - Mark Out	2	3.5
			Street Light - On During Day	3	2.7
		Street Lighting District		16	2.4
	Department of Public Works			26	1.5
	Planning and Building Department	Building Department	Bldg - From Transfer	1	0
			Bldg - Illegal Housing	1	0
		Building Department		2	0
	Planning and Building Department			2	0
	Project Independence	Project Independence	PI - Call Back Request	1	1.0
			PI - Household Maintenance	1	2.0



# Town of North Hempstead Service Requests via 311 - by Community

December 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
SEARINGTOWN	Project Independence	Project Independence	PI - Membership Registration	2	0	
			PI - Miscellaneous	1	0	
			PI - Program Registration	1	1.0	
			PI - Taxi Service	26	0	
			PI - Taxi Service Cancellation	4	0	
		Project Independence			36	0.1
	Project Independence			36	0.1	
	Supervisor's Office	Supervisor's Office	SupV - Airplane	4	0	
		Supervisor's Office			4	0
	Supervisor's Office			4	0	
SEARINGTOWN				71	1.0	
THIOMASTON	Project Independence	Project Independence	PI - Taxi Service	1	0	
		Project Independence			1	0
	Project Independence			1	0	
THIOMASTON				1	0	
THOMASTON	Department of Public Safety	Animal Shelter	Animal Sh - Unleashed - Stray Dog	1	11.0	
		Animal Shelter			1	11.0
	Department of Public Safety			1	11.0	
	Department of Public Works	Street Lighting District	Street Light - Lights Out (Multiple)	1	0	
		Street Lighting District			1	0
	Department of Public Works			1	0	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	2	1.5	
		Inter Municipal Affairs			2	1.5
	Inter Municipal Affairs			2	1.5	
	Project Independence	Project Independence	PI - Household Maintenance	1	1.0	
			PI - Membership Registration	1	0	
			PI - Taxi Service	8	0	
			PI - Taxi Service Cancellation	2	0	
			PI - Taxi Service Complaint	1	1.0	
	Project Independence			13	0.2	
	Project Independence			13	0.2	
	THOMASTON				17	0.9
UNIVERSITY GARDENS	Department of Public Safety	Code Enforcement	Code - Fence	1	0	
		Code Enforcement			1	0
		Parking Enforcement	Prkg Enfr - Parking Violations Complaint	1	5.0	
		Parking Enforcement			1	5.0
	Department of Public Safety			2	2.5	
	Department of Public Works	Highway Department	Hwy - Miscellaneous	1	0	
			Hwy - Tree Branch / Debris Pickup	2	0	
			Hwy - Tree Trimming / Removal Inspection	5	0	
		Highway Department			8	0

# Town of North Hempstead Service Requests via 311 - by Community

December 2012

City	Department Description	Group Description	Type Description	Count	Response Days
UNIVERSITY GARDENS	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	1	3.0
			Street Light - Mark Out	1	0
			Street Light - Pole Problem	1	3.0
		Street Lighting District		3	2.0
	Department of Public Works			11	0.5
	Project Independence	Project Independence	PI - Taxi Service	2	0
			PI - Transportation/Mobility Mgmt Info	1	0
		Project Independence		3	0
	Project Independence			3	0
	UNIVERSITY GARDENS			16	0.7
WEST SHORE ROAD	Department of Public Works	Street Lighting District	Street Light - Lights Out (Multiple)	1	0
		Street Lighting District		1	0
	Department of Public Works			1	0
WEST SHORE ROAD			1	0	
WESTBURY	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	1	5.0
		Adminstrative Services		1	5.0
	Adminstrative Services			1	5.0
	Community Services	Community Services	CommSvc - Bus Pickup Cancel	2	0.5
		Community Services		2	0.5
	Community Services			2	0.5
	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	1.0
			Animal Sh - Lost Animal	5	0.8
			Animal Sh - Unleashed - Stray Dog	3	2.0
		Animal Shelter		9	1.2
		Cat Shelter	Cat Shelter - Feral Cats	1	0
		Cat Shelter		1	0
		Code Enforcement	Code - Court	2	0
			Code - Leaves Accumulation	1	0
			Code - No Plates / Inoperable Vehicle	2	9.5
			Code - Property Maintenance	3	0
			Code - Signs	1	0
			Code - Unlawful Property Use	1	0
			Code Enforcement		10
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	2	2.5
		Parking Enforcement		2	2.5
	Department of Public Safety			22	1.6
	Department of Public Works	Highway Department	Hwy - Complaint - Highway Employee / Vehicle	1	2.0
			Hwy - Dead Animal Pickup	3	1.3
			Hwy - Manhole Repair	1	0
			Hwy - Pothole	1	1.0

# Town of North Hempstead Service Requests via 311 - by Community

December 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
WESTBURY	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	0	
			Hwy - Street Sweeping / Cleaning	1	0	
			Hwy - Tree Branch / Debris Pickup	3	0	
			Hwy - Tree Stump Removal	2	0	
			Hwy - Tree Trimming / Removal Inspection	1	0	
		Highway Department			14	0.5
		Street Lighting District	Street Light - Light Out (Single)	5	4.8	
			Street Light - Lights Out (Multiple)	1	0	
			Street Light - Mark Out	2	2.5	
		Street Lighting District			8	3.6
		Department of Public Works			22	1.6
		Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	2	1.0
			Inter Municipal Affairs			2
	Inter Municipal Affairs			2	1.0	
	Planning and Building Department	Building Department	Bldg - Housing Complaint	2	7.0	
			Building Department			2
		Planning Department	Planning - Questions needing Answers	1	5.0	
			Planning Department			1
	Planning and Building Department			3	6.3	
	Project Independence	Project Independence	PI - Health and Mental Health	4	6.0	
			PI - Household Maintenance	2	2.5	
			PI - Membership Registration	5	0	
			PI - Program Registration	1	7.0	
			PI - Taxi Service	46	0	
			PI - Taxi Service Cancellation	4	0	
		Project Independence			62	0.6
		Project Independence			62	0.6
	Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	1	0	
		Supervisor's Office			1	0
	Supervisor's Office			1	0	
WESTBURY				115	1.2	
WILLIAMSTON PK	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	7.0	
		Street Lighting District			1	7.0
	Department of Public Works			1	7.0	
WILLIAMSTON PK				1	7.0	
WILLISTION PARK	Project Independence	Project Independence	PI - Taxi Service	1	0	
		Project Independence			1	0
	Project Independence			1	0	
WILLISTION PARK				1	0	

# Town of North Hempstead Service Requests via 311 - by Community

December 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
WILLISTON PARK	Community Services	Community Services	CommSvc - Bus Pickup Cancel	2	1.5	
		Community Services		2	1.5	
	Community Services			2	1.5	
	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	1.0	
		Animal Shelter		1	1.0	
	Department of Public Safety			1	1.0	
	Department of Public Works	Highway Department	Hwy - Pothole	1	0	
			Hwy - Tree Trimming / Removal Inspection		1	0
		Highway Department			2	0
		Street Lighting District	Street Light - Cycles On / Off		1	7.0
			Street Light - Light Out (Single)		2	5.5
		Street Lighting District			3	6.0
	Department of Public Works			5	3.6	
	Project Independence	Project Independence	PI - Call Back Request	2	1.5	
			PI - Health and Mental Health	2	2.0	
			PI - Membership Registration	2	0	
			PI - Miscellaneous	3	0.3	
			PI - Program Registration	3	8.7	
			PI - Taxi Service	38	0	
			PI - Taxi Service Cancellation	6	0	
			PI - Taxi Service Complaint	2	1.0	
			PI - Transportation/Mobility Mgmt Info	2	0	
		Project Independence			60	0.6
	Project Independence			60	0.6	
WILLISTON PARK			68	0.9		
WOODHAVEN	Department of Public Safety	Animal Shelter	Animal Sh - Surrender a dog	1	0	
		Animal Shelter		1	0	
	Department of Public Safety			1	0	
WOODHAVEN			1	0		
albertson	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	4	0	
		Highway Department		4	0	
	Department of Public Works			4	0	
albertson			4	0		
garden city park	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	0	
		Highway Department		1	0	
	Department of Public Works			1	0	
garden city park			1	0		
great neck	Department of Public Works	Highway Department	Hwy - Miscellaneous	1	0	
			Hwy - Street Sign - Repair / Replace	2	0	
	Highway Department			3	0	

# Town of North Hempstead Service Requests via 311 - by Community

December 2012

City	Department Description	Group Description	Type Description	Count	Response Days
great neck	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	0
		Street Lighting District		1	0
	Department of Public Works			4	0
great neck				4	0
great neck	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	1	0
		Highway Department		1	0
	Department of Public Works			1	0
great neck				1	0
manhasset	Department of Public Safety	Code Enforcement	Code - Garbage	1	0
		Code Enforcement		1	0
	Department of Public Safety			1	0
	Department of Public Works	Highway Department	Hwy - Pothole	1	2.0
			Hwy - Street Sign - Repair / Replace		3
		Highway Department		4	0.5
Department of Public Works			4	0.5	
manhasset				5	0.4
mineola	Project Independence	Project Independence	PI - Program Registration	1	0
		Project Independence		1	0
	Project Independence			1	0
mineola				1	0
new cassel	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	0
		Highway Department		1	0
	Department of Public Works			1	0
new cassel				1	0
north hills	Project Independence	Project Independence	PI - Taxi Service Cancellation	1	0
		Project Independence		1	0
	Project Independence			1	0
north hills				1	0
port washington	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	0
		Highway Department		1	0
	Department of Public Works			1	0
port washington				1	0
rolsyn heights	Project Independence	Project Independence	PI - Program Registration	1	1.0
		Project Independence		1	1.0
	Project Independence			1	1.0
rolsyn heights				1	1.0
roslyn heights	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	2	0
		Highway Department		2	0
	Department of Public Works			2	0

# Town of North Hempstead Service Requests via 311 - by Community

December 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
roslyn heights	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0	
		Inter Municipal Affairs		1	0	
	Inter Municipal Affairs			1	0	
	Project Independence	Project Independence	PI - Program Registration	1	1.0	
		Project Independence		1	1.0	
	Project Independence			1	1.0	
roslyn heights				4	0.2	
westbury	Community Services	Community Services	CommSvc - From Transfer	1	2.0	
		Community Services		1	2.0	
	Community Services			1	2.0	
westbury				1	2.0	
williston park	Department of Public Works	Street Lighting District	Street Light - Cycles On / Off	1	4.0	
		Street Lighting District		1	4.0	
	Department of Public Works			1	4.0	
williston park				1	4.0	
	Department of Public Safety	Animal Shelter	Animal Sh - Dog Adoption	31	0	
			Animal Sh - Surrender a dog	1	0	
		Animal Shelter			32	0
		Cat Shelter	Cat Shelter - Call Back	3	0	
			Cat Shelter - Feral Cats	1	0	
		Cat Shelter			4	0
		Code Enforcement	Code - Call Back Request	39	2.0	
			Code - Miscellaneous	1	0	
			Code - Property Violations Search	136	3.0	
		Code Enforcement			176	2.8
		Parking Enforcement	Prkg Enfrc - Call Back Request	1	5.0	
		Parking Enforcement			1	5.0
	Department of Public Safety			213	2.3	
	Department of Public Works	Highway Department	Hwy - Call Back Request	15	4.7	
			Hwy - Cemetery Maintenance	2	0.5	
			Hwy - Informational	3	0	
			Hwy - Permits / Road Opening Application Request	2	0	
			Hwy - Street Sign - Repair / Replace	1	0	
			Hwy - Street Sweeping / Cleaning	1	1.0	
			Hwy - Tree Branch / Debris Pickup	3	0	
			Hwy - Tree Trimming / Removal Inspection	1	0	
		Highway Department			28	2.6
		Street Lighting District	Street Light - Lights Out (Multiple)	1	0	
	Street Lighting District			1	0	
	Department of Public Works			29	2.5	

# Town of North Hempstead Service Requests via 311 - by Community

December 2012

City	Department Description	Group Description	Type Description	Count	Response Days
	Human Resources and Finance	Human Resources and Finance	HR - Call Back Request	4	0
			HR - Medical and Insurance Benefits	4	7.5
			HR - Personnel and Employment	5	4.2
		Human Resources and Finance		13	3.9
	Human Resources and Finance			13	3.9
	Parks and Recreation Department	Parks and Recreation Department	Park - Call Back Request	1	0
			Park - Park Facilities Maintenance	5	1.2
			Park - Park Lights	1	1.0
			Park - Park Permit Application Request	3	0.3
		Parks and Recreation Department		10	0.8
	Parks and Recreation Department			10	0.8
	Planning and Building Department	Board of Zoning Appeals	BZA - Questions needing Answers	4	1.2
		Board of Zoning Appeals		4	1.2
		Building Department	Bldg - Call Back	9	0.8
			Bldg - Certificate Status	1	0
			Bldg - General Question Needs Answers	46	5.2
			Bldg - Permit Question Needs Answers	7	8.1
		Building Department		63	4.8
		Planning Department	Planning - Call Back Request	1	7.0
		Planning Department		1	7.0
	Planning and Building Department			68	4.6
	Project Independence	Project Independence	PI - Program Registration	1	0
			PI - Taxi Service	5	0
			PI - Taxi Service Cancellation	1	0
		Project Independence		7	0
	Project Independence			7	0
	Solid Waste Management	Solid Waste Management	SWMA - Call Back	9	0.3
		Solid Waste Management		9	0.3
	Solid Waste Management			9	0.3
	Supervisor's Office	311 Call Center	311 - SR Constituent Follow-up	76	0
		311 Call Center		76	0
		Supervisor's Office	SupV - Airplane	3	0
		Supervisor's Office		3	0
	Supervisor's Office			79	0
	Town Clerk	Town Clerk	Town Clerk - Birth Certificate	135	0
			Town Clerk - Codebook Supplement	1	0
			Town Clerk - Death Certificate	85	0
			Town Clerk - Dog License	45	0
			Town Clerk - Domestic Partnership	4	0
			Town Clerk - Filming Permit	3	0
			Town Clerk - Going Out of Business	1	0

# **Town of North Hempstead Service Requests via 311 - by Community**

December 2012

City	Department Description	Group Description	Type Description	Count	Response Days
	Town Clerk	Town Clerk	Town Clerk - Hunting License	1	0
			Town Clerk - Landscaping License	1	0
			Town Clerk - Liquor License	2	0
			Town Clerk - Marriage Certificate	28	0
			Town Clerk - Marriage License	53	0
			Town Clerk - Miscellaneous	17	0
			Town Clerk - Parking Restrictions Removal Request	8	0
			Town Clerk - Peddler License	6	0
			Town Clerk - Secondhand Dealer License	1	0
			Town Clerk - Solid Waste Management License	6	0
			Town Clerk - Taxi and Limousine License	5	0
			Town Clerk - Tow Truck License	3	0
			Town Clerk - Town Board Questions	1	0
			<b>Town Clerk</b>	<b>406</b>	<b>0</b>
	<b>Town Clerk</b>			<b>406</b>	<b>0</b>
				<b>834</b>	<b>1.1</b>
<b>Summary</b>				<b>4,180</b>	<b>1.1</b>